

床褥品質保證

Mattress guarantee

25^{years}
品質保證
Guarantee



床褥佔了每天家居生活一重要席位。我們根據品質、耐用的嚴格標準，認真測試我們售賣的床褥，同時亦確保床褥符合家居用品最高標準。因此，我們樂意為您提供25年品質保證，保障物料及手工的損耗程度。品質保證受本文件列明的條款及細則約束。

Everyday life at home puts high demands on mattresses.

IKEA mattresses have been rigorously tested to comply with our strict standards for quality and durability, as well as to meet the highest standards for domestic applications. That means we can offer you a 25-year guarantee that covers mattresses against defects in materials and workmanship. This guarantee is subject to the terms and conditions stated in this folder.



香港宜家家居為下列之床褥系列提供25年品質保證(下稱「本品質保證」)

彈簧床褥

HAFSLO	HUSVIKA	HAMARVIK	HÖVÅG	HYLLESTAD
HOKKÅSEN	HIDRASUND	FLEINVAR	FILLAN	VATNESTRÖM
MORGEDAL				

泡膠床褥

MOSHULT	MALFORS	MALVIK
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本品質保證範圍包括什麼？

保證範圍包括上述在家自用的彈簧床褥之彈簧及泡膠床褥之泡膠，於製造過程中所引致的結構性問題。有效期為香港宜家家居首次購買發票日期起計算25年內。顧客必須出示由香港宜家家居發出之有效發票正本或網上購物訂單發票之列印本，以證明首次及其後的更換日期，方可享有有關品質保證。

本品質保證範圍不包括什麼？

床褥曾以不正確的方式貯存或組裝、經不當地使用、濫用、誤用、更改用途或以不當的清潔方法或清潔劑處理；

- 床褥並未依照下列提供之保養方法及/或隨產品附上的保養單張所提供的方法保養；
- 任何正常的損耗及身體壓痕、割痕、刮痕、不當的屈折、或因撞擊、意外引致的損壞；
- 床褥受到任何外在因素而損毀，例如陽光下曝曬、濕氣、灰塵、塵蟎等引致的問題；
- 特價陳列品；或任何未能提供發票正本或網上購物訂單發票之列印本之產品；
- 本品質保證不適用於BEITO床褥、VADSÖ床褥、梳化床床褥、兒童床床褥、嬰兒床床褥及所有床褥墊。

香港宜家家居如何處理本品質保證之申請？

香港宜家家居會因應顧客所提出有關該床褥出現的結構性問題而作檢驗。經檢驗及向生產商查詢(如需要)後，香港宜家家居會全權決定該床褥是否適用於本品質保證並保留最終決定權。

本品質保證是如何運作？

本品質保證之申請經確認後，香港宜家家居會全權決定修理或退換有問題之床褥：

在發票日期起計十年內

- 香港宜家家居會代為退換相同或近似型號的床褥。若首次購買的床褥為缺貨產品，顧客可更換其他型號的床褥。按首次購買床褥的售價計算，若顧客換購售價較高的床褥，需另補差額。若顧客換購售價較低的床褥，差額將不獲退回。
- 已退換的新床褥所享的「25年品質保證」，將會由首次購買該床褥的日期起計算之剩餘日期。
- 要求退換的床褥必須同時退回香港宜家家居。

在發票日期起計十年後

- 香港宜家家居會按首次已購買床褥的售價，以不同之回贈率計算回贈金額予顧客。回贈金額只適用於指定日期內換購另一張新床褥。顧客另補差額換購售價較高的床褥。若顧客換購售價較低的床褥，差額將不獲退回。
- 已退換的新床褥所享的「25年品質保證」，將會由首次購買床褥的日期起計算之剩餘日期。
- 要求退換的床褥必須同時退回香港宜家家居。
- 回贈率計算方式如下：

在發票日期起計之年數	首次購買床褥的售價回贈率
> 十年至第十五年	50%
> 十五年至第二十年	35%
> 二十年至第二十五年	20%

舉例：若顧客於2006年8月1日以\$1,000購買有關型號之床褥，於2022年(即16年後)發現該床褥有任何結構缺陷，顧客可獲\$350($\$1,000 \times 35\%$)回贈，以換購本公司另一張新床褥。

保養說明

- 我們建議在首三個月內每兩星期頭尾翻轉床褥一次，這樣可確保床褥兩面受力均勻，可平衡您睡眠後床褥上產生的身體壓痕，使床褥更加耐用。
- 要除去灰塵及塵蟎，可使用吸塵機。若床褥沾上任何污跡或液體，可用冷水混入溫和皂液、或布藝清潔劑清理。請只用少量清水，切勿把床褥浸在水中或其他液體裏。請平放晾乾床褥，避免使用暖風機烘乾。
- 請避免使用任何化學物品清潔床褥，因為化學物品會損壞床褥，同時可能對健康有不良影響。
- 要保護床褥，更佳的方法是加一張床褥墊。床褥墊容易取下通風透氣，故可輕易去除異味，令床褥更衛生、更耐用，同時令鋪床工夫更輕鬆。
- 切勿自行屈曲床褥，以免損壞內裏的彈簧和物料。如果必須把床褥通過狹窄的空間，可把床褥略為彎曲。
- 翻轉床褥時，請提起床褥的兩側，可免損壞床褥。搬動時，切勿拿著床褥邊的把手，因把手只適用於翻轉床褥時使用。

IKEA HK will provide 25-year Guarantee to following mattresses (“this Guarantee”)

SPRING MATTRESSES

HAFSLO	HUSVIKA	HAMARVIK	HÖVÅG	HYLLESTAD
HOKKÅSEN	HIDRASUND	FLEINVAR	FILLAN	VATNESTRÖM
MORGEDAL				

FOAM MATTRESSES

MOSHULT	MALFORS	MALVIK
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What is covered under this guarantee?

This guarantee applies to domestic use only and covers structural manufacturing defects relating to the springs in spring mattress and foam core in foam mattress. The guarantee is valid for 25 years from the original date of the first purchase of the product. In order to rely on this guarantee, proof of purchase by presenting the original sales invoice or the print-out of the online sales order invoice issued by IKEA HK is required to evidence the first purchase and all subsequent replacement.

What is not covered under this guarantee?

- Mattress that has been stored/installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or cleaning products.
- Mattress that has not been maintained in accordance with the Care Instructions stated overleaf and/or maintenance leaflet that accompanies the product.
- Normal wear and tear, body impressions, cuts or scratches, abnormal bending, damage caused by impacts or accidents.
- Damages caused by external factors such as exposure to the sun, dampness, dust or mites etc.
- This guarantee does not apply to bargain items, or any products without the original sales invoice or the print-out of the online sales order invoice.
- This guarantee does not apply to BEITO mattresses, VADSÖ mattresses, sofa-bed mattresses, children’s mattresses, cot mattresses, and all mattress pads.

How does IKEA HK determine on any claim for this Guarantee?

IKEA HK will examine the structural manufacturing defects of the mattress as alleged by the customer. After examination of the mattress and consultation with the manufacturer (as needed), IKEA HK shall determine in its sole discretion whether the mattress is covered under this guarantee. All decisions by IKEA HK shall be final.

How does this Guarantee scheme work?

Subject to confirmation that this guarantee shall apply, IKEA HK shall in its sole discretion either repair or replace a defective product as follows:

Within the first 10 years from the date of the sales invoice

- IKEA HK shall replace it with a new one of the same or similar model. If the model of the mattress the customer first purchased is out of stock, he may choose a new mattress of a different model. Comparing to the purchase price of the first purchase mattress, if the customer chooses a more expensive mattress, the customer shall pay the difference. If the customer chooses a cheaper mattress, the balance will be forfeited.
- The guarantee period of the replacement mattress shall be the balance of the 25 years from the date of the first purchase.
- The product under guarantee must be returned to IKEA HK at the time of replace.

Over 10 years from the date of the sales invoice

- IKEA HK will offer a rebate amount, which is based on a fixed percentage of the purchase price of the mattress at the first purchase. The customer can only use the rebate amount to purchase another mattress from IKEA HK within the specified period. If the customer chooses a more expensive mattress, the customer shall pay the difference. If the customer chooses a cheaper mattress, the balance will be forfeited.
- The guarantee period of the replacement mattress shall be the balance of the 25 years from the date of the first purchase.
- The mattress under guarantee must be returned to IKEA HK at the time of replace.
- The rebate shall be calculated as follows:

No. of years from the date of the sales invoice	Rate of rebate at the purchase price of the first purchased mattress
> 10-15 years	50%
> 15-20 years	35%
> 20-25 years	20%

Example: A customer purchased a mattress with this guarantee at \$1,000 on Aug 1, 2006. If a manufacturing defect is found in 2022(i.e. 16 years later), \$350(i.e. $\$1,000 \times 35\%$) will be rebated to the customer for purchasing a new mattress at IKEA HK.

Care instructions

- Turn over the mattress every two weeks in the first three months. This action can ensure even wear and prolong the life of the mattress by equalising the impression left by your body.
- The only recommended cleaning method is to vacuum the mattress to remove dust and mites. If anything spills and stains the mattress, use a mixture of mild soap with cold water or upholstery cleaner to clean the mattress. Apply water sparingly. Be sure not to soak the mattress with water or any other fluid. Mattresses should be hung dried without extra heating.
- Avoid all chemicals as these can seriously damage the mattress and could have a negative effect on health.
- An excellent way to protect a mattress is to complement it with a mattress pad. Since mattress pad can be taken off easily for ventilation to eliminate bad smell, it prolongs the life of a mattress, makes it more hygienic and also makes the bed easier to make.
- Don't bend the mattress by yourself. This could cause damage to the interior springs and materials. If you must get the mattress through a tight doorway, flex it gently.
- When carrying the mattress, carry it on its side. This is the easiest way to handle the mattress and will help avoiding damage. Use the handle on the sides of the mattress only when you turn the mattress; never use them to carry it.



請保留所有有效之發票正本或網上購物訂單發票之列印本。
Please keep all your original sales invoice or the print-out of the online sales order invoice.

香港宜家家居保留最終修訂此保證之條款及細則之權利。
若有任何爭議，所有條款及細則均以英文版本為準。
如有查詢，請致電 客戶支援中心熱線 3125 0888

All decisions of IKEA HK shall be final.
In the event of discrepancy, the English version shall prevail.
For enquiries, please call IKEA customer support centre hotline 3125 0888

